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PATENT
Customer No. 22,852
Attorney Docket No. 05793.3034-00

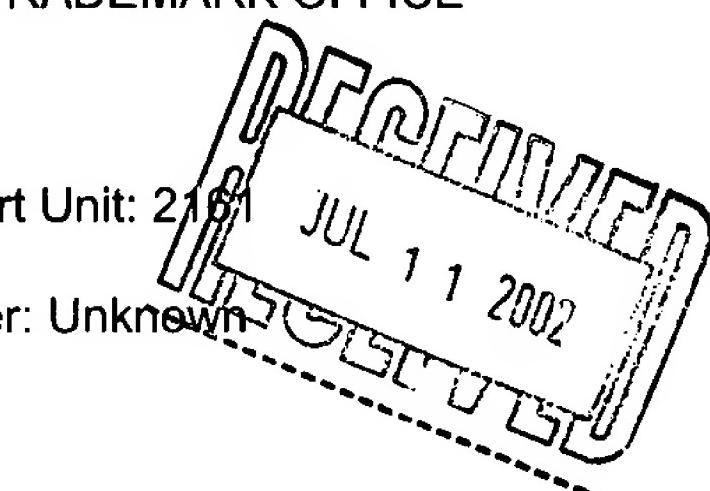
IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:
William J. TUMULTY et al.
Application No.: 09/820,982
Filed: March 30, 2001
For: SYSTEM AND METHOD FOR
PRIORITIZING CUSTOMER
INQUIRIES

)
) Group Art Unit: 2161
) Examiner: Unknown
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Assistant Commissioner for Patents
Washington, DC 20231

Sir:



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SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT

UNDER 37 C.F.R. § 1.97(b)

Pursuant to 37 C.F.R. §§ 1.56 and 1.97(b), applicants bring to the attention of the Examiner the documents listed on the attached PTO 1449. This Information Disclosure Statement (IDS) supplements the IDS filed on August 9, 2001, and is being filed before the mailing date of a first Office Action on the merits for the above-referenced application.

Copies of the listed documents are attached.

Applicants respectfully request that the Examiner consider the listed documents and indicate that these were considered by making appropriate notations on the attached form.

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This submission does not represent that a search has been made or that no better art exists and does not constitute an admission that the listed documents are material or constitutes "prior art." If the Examiner applies any of the listed documents as prior art against any claim in the application and applicants determine that the cited document does not constitute "prior art" under United States law, applicants reserve the right to present to the office the relevant facts and law regarding the appropriate status of the document.

Applicants further reserve the right to take appropriate action to establish the patentability of the disclosed invention over the listed documents, should the documents be applied against the claims of the present application.

If there is any fee due in connection with the filing of this Statement, please charge the fee to our Deposit Account No. 06-0916.

Respectfully submitted,

FINNEGAN, HENDERSON, FARABOW,
GARRETT & DUNNER, L.L.P.

Dated: July 3, 2002

By: Ranjeev Singh
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